

Patient Handbook

DeWitt Health
Care System



**A proud partner in the
Walter Reed Health Care System**



*caring...
straight from the heart*

From the Commander...

Welcome to DeWitt Army Community Hospital and the Family Health Centers of Fort Belvoir, Fairfax, Woodbridge, Fort Myer and Fort A. P. Hill U.S. Army Health Clinic. We are proud to have the opportunity to serve you and your family. Our mission is to provide care that is of the highest quality while we support the readiness of our Armed Forces.

Daily, we strive to create an environment that is “patient friendly,” a place where beneficiaries of all services will choose to come. We work hard to provide high quality care that is both timely and accessible.

We provide health care through TRICARE, the Department of Defense three-optioned managed health care program. We are a partner in the Walter Reed Health Care System that provides specialty care at DeWitt Army Community Hospital and at Walter Reed Army Medical Center. We also work closely with the other military medical facilities in the National Capital Region, including the National Naval Medical Center in Bethesda, Md., and Malcolm Grow Medical Center at Andrews Air Force Base, Md.

We have designed this handbook to answer most of your questions about the services available at the hospital and at the Family Health Centers. The information included in this handbook will help you access the medical care you need.

If you have any questions or comments, or encounter any problems, please contact the officer-in-charge or noncommissioned officer-in-charge of the clinic, or the Patient Representative Office at (703) 805-0539.



A handwritten signature in cursive script that reads "Eileen B. Malone".

EILEEN B. MALONE
Colonel, Army Nurse Corps
Commanding

The DeWitt Health Care System

Vision: *To be the health care system of choice for beneficiaries in Northern Virginia.*

Mission:

- n *Provide our beneficiaries ready access to the appropriate level of quality, comprehensive medical care.*
- n *Provide top quality primary and specialty care within the Walter Reed Health Care System partnership.*
- n *Maintain and improve individual and collective readiness in support of national security objectives.*
- n *Support medical education and clinical research.*

Values:

- Loyalty*
- Duty*
- Respect*
- Selfless Service*
- Honor*
- Integrity*
- Personal Courage*

Goals:

- ① *Enhance soldier readiness.*
- ② *Streamline primary care delivery systems.*
- ③ *Incorporate best-practices in health care delivery.*
- ④ *Maintain and expand surgical care.*
- ⑤ *Maintain and expand specialty medical care.*
- ⑥ *Maximize current facility and plan new facility.*
- ⑦ *Provide world-class customer service and culture of excellence.*
- ⑧ *Create a climate conducive to high staff morale, mutual respect and achievement of common goals.*
- ⑨ *Prepare for accreditation processes.*
- ⑩ *Reinvigorate organization structure to sustain quality and prudent resource investment.*

DeWitt Health Care System

Family Health Care Centers and DeWitt Army Community Hospital

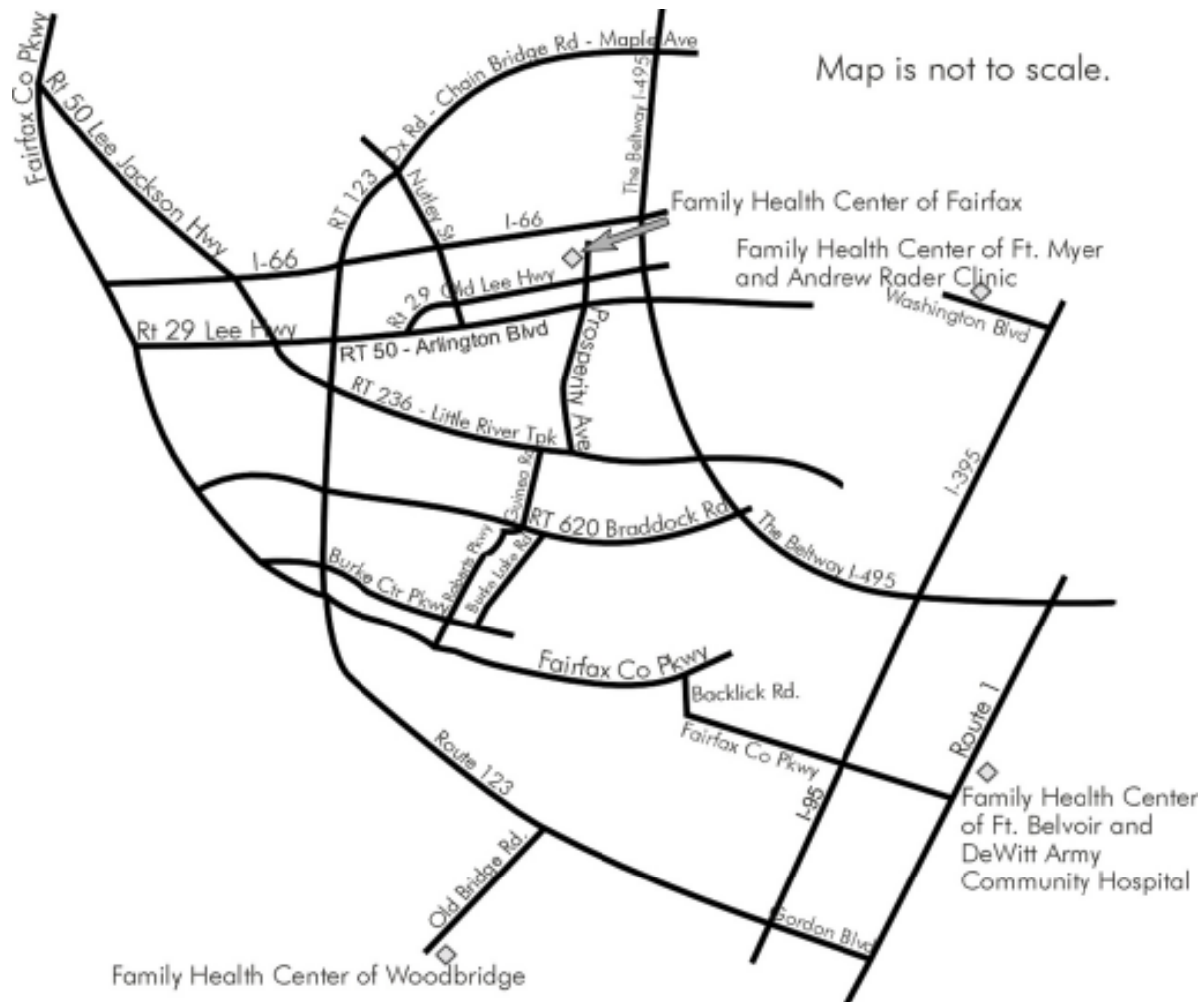


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Patient Bill Of Rights

Medical care You can expect quality care and treatment consistent with available resources and generally accepted medical standards in a safe environment.

Respect and dignity You can expect considerate and respectful care, with recognition of your personal dignity, spiritual and cultural values.

Privacy You can expect privacy concerning your own medical care program. Case discussions, consultation, examination, and treatment are confidential. Those not directly involved in the patient's care must have your permission to be present.

Confidentiality You can expect that all communications and records pertaining to your care will be considered confidential, and release of such treatment information shall be only as authorized by current law and military regulations.

Assessment and management of pain You have the right to the assessment and management of your pain. Your report of pain will be believed and addressed by the staff. The staff is committed to treating pain and providing information on pain management.

Identity You have the right to know, at all times, the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for your care.

Communication You have the right of access to people outside of the health care facility by means of visitors, and by verbal and written communication when such visitations and communications will not interfere with your treatment.

Consent You have the right to receive from your health care provider information (in non-clinical terms) necessary to give informed consent prior to the start of any procedure or treatment. Such information will include, but not necessarily be limited to, the specific procedures or treatment, the medically significant complications, and benefits. You have the right to request information concerning medical alternatives. You have the right to be advised if the health care facility proposes to engage in or perform human experimentation affecting your care or treatment.

and the right to refuse to participate in such research projects.

Refusal of treatment

You have the right to refuse treatment to the extent permitted by law and existing government regulations, and to be informed of the medical and administrative consequences of your refusal.

Transfer and continuity of care

You can expect reasonable continuity of care. You have the right to know, in advance, what appointment times and health care providers are available and where. Following discharge, you can expect that the health care facility will provide information on the health care requirements that are essential when you are discharged from the facility.

Health care facility charges

You have the right to examine and receive a detailed explanation of your total bill, regardless of source of payment.

Health care facility rules and regulations

You can expect to be informed of the health care facility rules and regulations that relate to visitor and patient conduct. You are entitled to information about the facility's mechanism for the initiation, review and resolution of patient complaints.

Patient Responsibilities

Providing information

You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. You must promptly inform those treating you of any changes in your condition or apparent adverse reaction to prescribed care.

Understanding treatment

You are responsible for informing your primary health care provider about whether you clearly understand your plan of care, what is expected of you, and to bring forward any doubts or questions at the time of treatment.

Pain management

You are responsible for working with the staff to develop your pain management plan. You are responsible for alerting the staff when your pain begins or is present. You must help the staff evaluate your pain and the subsequent effects of pain management measures provided. You need to communicate to the staff your pain management questions or concerns.

Compliance with prescribed treatment

You are responsible for complying with the medical and nursing treatment plan, to include follow-up care recommended by health care providers. This includes keeping appointments on time and notifying the health care facility when appointments cannot be kept.

Refusing treatment

You are responsible for your actions if you refuse treatment or do not follow the health care provider's instructions.

Health care facility rules and regulations

You are responsible for being considerate of the rights of other patients and health care facility personnel, for assisting in the control of noise, the behavior of persons accompanying you, to include all family members, and for not smoking. You are also responsible for safeguarding your personal property, and respecting the property of other persons, and of the health care facility. You must conduct yourself in a respectful and proper manner.

Medical records

You are responsible for ensuring that your medical record is promptly returned to the assigned primary care location for appropriate filing and maintenance, when you transfer the record for an appointment or consultation. All medical records documenting care provided by any federal treatment facility

are the property of the United States government.

Health care facility charges You are responsible for promptly paying any and all financial obligations while under treatment.

Patient comments You have the responsibility to assist the health care facility commander in providing the best possible care to all beneficiaries. Your recommendations, questions, compliments and/or complaints should be reported to the health care facility staff.

General Information

Fort Belvoir's DeWitt Army Community Hospital is the central facility of a comprehensive health care network serving military families residing in Northern Virginia. In addition to the hospital, DeWitt operates four community-based TRICARE prime clinics called Family Health Centers. These clinics expand access to medical care for active duty and retired military personnel and their families. The DeWitt Health Care System is wellness oriented, patient-focused and serves about 145,000 beneficiaries.

The commander, U.S. Army Medical Activity, Fort Belvoir, Va. is responsible for the majority of health care provided in military facilities throughout Northern Virginia, excluding Air Force and Navy facilities and the Anthony DiLorenzo TRICARE Clinic in the Pentagon. The DeWitt Health Care System is a proud partner in the Walter Reed Health Care System. Command responsibility includes oversight of DeWitt Army Community Hospital, Wells U.S. Army Health Clinic at Fort A.P. Hill, and the Family Health Centers of Fairfax, Fort Belvoir, Fort Myer and Woodbridge.

Eligibility for Care

Facilities within the DeWitt Health Care System are military treatment facilities and provide medical care to eligible military beneficiaries based on eligibility information provided in the Defense Eligibility Enrollment Reporting System.

DEERS is not a medical database. Initial enrollment and periodic changes to the DEERS database are accomplished through the Fort Belvoir's Identification Card Section, Bldg. 213 located on 20th Street. The phone number is **(703) 805-3405/4428**. Valid enrollment in TRICARE Prime is dependent upon the accuracy of the DEERS data. Military personnel are responsible for ensuring the accuracy of DEERS data for themselves and their family members.

Military beneficiaries age 10 and older must present their own valid military identification card when accessing care or services in military medical facilities. A parent or guardian, or an adult with a Medical Power of Attorney must accompany beneficiaries who are under 18 years of age.

Family Health Centers – An Overview

The DeWitt Health Care System has four Family Health Centers that offer routine and acute care **on an appointment basis only** (no walk-ins). Radiology, laboratory, allergy and immunization, and pharmacy services are also available at each clinic.

With the advent of TRICARE, each Family Health Center now has the responsibility to provide primary care and to coordinate specialty services for their Prime-enrolled patients. Space-available care for those not enrolled in Prime is extremely limited at all four Family Health Centers.

The Family Health Center of Fort Belvoir is located in DeWitt Army Community Hospital. In addition to residents of Fort Belvoir, this clinic is most convenient for families living in close proximity to the installation.

The Family Health Center of Fort Myer is located in Andrew Rader U.S. Army Health Clinic, Bldg. 525 on Fort Myer. This clinic is the most convenient military primary care clinic for residents of Arlington, Alexandria, Falls Church, Fort Myer and portions of Springfield and Annandale. In addition to primary care, Rader Clinic offers limited specialty care, including audiology, nutrition, optometry, orthopedics, physical examinations, physical therapy, podiatry and well-woman services.

Two family health centers are located in civilian communities. **The Family Health Center of Fairfax** serves the communities of Annandale, Centreville, Fairfax, Vienna and portions of Burke and West Springfield.

The Family Health Center of Woodbridge is convenient for families residing in Woodbridge, Lake Ridge and other areas south of the Occoquan River, as well as southern portions of Burke, Fairfax Station, Clifton and Springfield. Although these two clinics are located in civilian communities, the clinics are military facilities.

Note: Please see the map on Page 4 for the location of Family Health Centers within the DeWitt Health Care System.

TRICARE in Northern Virginia

Northern Virginia is part of TRICARE Region 1. Sierra Military Health Services (SMHS) is the Managed Care Support Contractor for this region. SMHS is responsible for administering the TRICARE program. All three options (Prime, Extra and Standard) are available to eligible military beneficiaries residing in Northern Virginia.

Active duty personnel in Region 1 may enroll in Prime at any military medical facility as long as they have approval of their unit commander. Unit Commanders may require that their personnel use the clinic that has been designated to provide unit medical support. Service members who are allowed to choose their health care provider may select a provider close to their home or to their place of duty.

Enrollment in TRICARE Prime

Active duty personnel must complete a TRICARE Prime enrollment or change form upon in processing in this area. Although enrollment in TRICARE Prime is required for all active duty service members, enrollment is not complete until a form has been completed designating a Family Health Center as the individual's enrollment site.

Active duty personnel in the National Capital Area, with their unit commander's approval, can select any military medical facility (Army, Navy or Air Force) as their health care provider. This selection includes the Family Health Centers of Fairfax, Fort Belvoir, Fort Myer and Woodbridge.

Individuals who are new to the area who have been enrolled in TRICARE Prime in another region must complete a change form requesting the transfer of their enrollment and identifying an enrollment site.

TRICARE enrollment forms may be obtained from any of the DeWitt Health Care System's Family Health Care Centers. Enrollment may be done by mail. Mail completed enrollment and change forms to:

Sierra Military Health Services
P.O. Box 828450
Philadelphia, PA 19101-9415

TRICARE Service Centers are currently co-located in the Family Health Care Centers. TRICARE personnel are available to advise beneficiaries on a walk-in basis.

TRICARE Service Centers assist all beneficiaries (not just those enrolled in TRICARE Prime) by providing

information about all aspects of the TRICARE program and assistance with enrollment, transfers, and claims processing. For additional information, call the TRICARE toll-free number 1 (888) 999-5195 and ask to be transferred to your service center.

Additional information about TRICARE in Region 1 is available on the World Wide Web at **www.sierramilitary.com**.

Sierra Military Health Services provides appointment assistance through a toll-free telephone number 1 (888) 999-5195 for beneficiaries who are not enrolled in TRICARE Prime but want to use military medical facilities on a space-available basis or want to identify a TRICARE network provider.

Although care in the Emergency Room at DeWitt Army Community Hospital is available to any beneficiary requiring emergency medical care, all Family Health Centers within the DeWitt Health Care System give priority for appointments to TRICARE Prime patients. Non-enrolled beneficiaries are only seen on an extremely limited space-available basis through the Acute Minor Illness Clinic located in DeWitt Army Community Hospital.

Beneficiaries who choose to enroll at one of the four Family Health Centers in the DeWitt Health Care System will also be able to choose a specific primary health care provider. This assignment process is intended to improve access and continuity of care. While every effort is made to appoint Prime patients with their designated primary health care provider, that may not always be possible because the provider may be on leave, on a temporary duty assignment or in training. Seeing a specific provider may also be difficult if the patient has an urgent medical need and the individual's provider is not available for a same-day appointment. Since every health care provider is part of a clinic team, Prime enrollees who are unable to see their own provider will be scheduled with another member of the same clinic team. Family Health Centers give priority to TRICARE Prime patients.

Need help?

Membership Services Office **Hours of Operation: 7:30 a.m. to 4:30 p.m. Monday through Friday**
(703) 805-0622

The Membership Services Office has health benefits advisors who are available to assist beneficiaries with:

- n Registration into TRICARE.
- n Information about TRICARE or other military health care services in Northern Virginia.
- n Non-availability Statements.
- n Resolving TRICARE issues and have exhausted other avenues of assistance.
- n Assistance with TRICARE claims.
- n Debt Collection Assistance.
- n Notary Service.

The office is located off the Main Pharmacy Lobby in DeWitt Army Community Hospital and is open

Monday through Friday, 7:30 a.m. to 4:30 p.m. Beneficiaries may use the office on a walk-in basis or may call a health benefits advisor for telephone assistance. To set up an appointment with a Health Benefits Advisor, call **(703) 805-0622**.

Medicare-eligible beneficiaries who are not eligible for TRICARE, but are long time users of DeWitt Health Care System can register for Special Provision Patient (SPP) status in the Membership Services Office or call **(703) 805-0622**.

Patient Representative Office **Hours of Operation: 7:30 a.m. to 4:30 p.m. Monday - Friday (703) 805-0539**

The Patient Representative Office has staff available to assist with questions, complaints or compliments about services in any of the DeWitt Health Care System facilities. The office is near the Main Information Desk in the administrative wing of the hospital.

Patients should first attempt to resolve problems with the officer-in-charge (OIC) or non-commissioned officer-in-charge (NCOIC) of the clinic, ward or office. The Patient Representative Office will help resolve system-wide or policy issues, as well as those problems that are not solved at the Family Health Center Clinic, ward or office.

Patients, who are unable to resolve their concerns directly with the specific clinic, ward or office and have exhausted all other avenues of conflict resolution, may request assistance from the hospital's Acting Inspector General by calling **(703) 805-0665**.

Health Care (703) 805-0824

Consumer Council The Health Care Consumer Council is an open community forum meeting designed to help the hospital commander respond to the needs of the DeWitt Health Care System beneficiaries. The quarterly meeting consists of information sharing, rumor control and offers answers and solutions to patient concerns. Hospital staff members are available to address individual issues regarding services and policies of the DeWitt Health Care System.

Representatives from Fort Belvoir military units, organizations, as well as individual patients are encouraged to attend. Information on the schedule for these meetings is available by calling **(703) 805-0824**.

Family Health Centers of the DeWitt Health Care System

General information for all centers

Emergency Care In the case of an emergency (such as chest pain, breathing difficulty or uncontrollable bleeding) please call 911 or go to the nearest military or civilian Emergency Room.

Nurse Advice Line **1(800)308-3518 open 24 hours a day**
TRICARE offers this 24-hour Nurse Advice Line. Registered nurses are available to assist patients in making their health care decisions. The Nurse Advice Line also offers a library of recorded information about health related topics.

Appointments If you are enrolled in TRICARE Prime at our clinic, you have priority for appointments according to the following Department of Defense Prime Access Standards.
Numbers to call for appointments and appointment cancellations are located on the back cover.
The access standards of care are as follows:
n Urgent care/ same day – patient will have an appointment within 24-hours of call.
n Routine care – patient will have an appointment within 7 days from call.
n Wellness care – patient will be given an appointment within 28 days from call.
n Specialty care – within 28 days, or as determined by your primary care manager.

Appointment cancellations: Please notify us 24-hours in advance if you are unable to keep your appointment so we can use it for another patient. To cancel appointments call the clinic appointment line directly. The Family Health Care Clinic telephone numbers are listed on the back cover.

We will try to be as accommodating as possible, but need your understanding and cooperation with the following clinic guidelines:

n Plan to arrive at the clinic 15 minutes before your appointment to allow for traffic delays and check-in. If you arrive more than 15 minutes late, your visit may have to be rescheduled.

n Patients must have their military identification card and

their TRICARE Prime card with them at check-in. Children ages 10 and older must have their own military identification card with them.

n Children must be supervised in the clinic at all times. Please do not bring children to the clinic if they do not have an appointment. It is not wise to expose healthy children to others who may be ill, and they will not be allowed in the exam room during certain examinations/procedures.

n Specialty appointments require a referral from your primary care manager. When making an appointment, please request your health care provider first. If your provider is not available, you should request one of the other clinic team providers.

Mammograms and x-rays **DeWitt Radiology Department (703) 805-0558**
Family Health Center of Fairfax (703) 849-8191
Family Health Center of Woodbridge (703) 491-7668

Mammograms and x-rays are scheduled through the DeWitt Radiology Department or the Family Health Centers of Woodbridge and Fairfax. The Family Health Center of Fort Myer currently does not have mammography capability but refers patients to other health care facilities within the DeWitt Health Care System for those services. The Family Health Center of Fort Myer is able to provide other radiology services.

Medical Records In the case of non-emergency health care, patients age 18 and younger are considered minor children and must be accompanied by a parent, legal guardian or an adult with Medical Power of Attorney. A minor child seeking family planning or care for other select problems is the only exception.

Minor Children Outpatient medical records are the property of the United States government. All requests for release of medical information or copies of medical records must be in writing. Department of Army Form 5006 must be completed for each record requested. Patients 18 years or older must authorize release of their own records. Please allow a minimum of 60 days for processing your request for copies.

Well-Woman Services Well-Woman appointments are available through your Family Health Center or through the Well-Woman Clinic at DeWitt Army Community Hospital. The Well-Woman Clinic is

open Tuesday, Wednesday and Thursday in the evenings from 5 p.m. to 9 p.m. and 9 a.m. to 4:30 p.m. on Saturdays at DeWitt Army Community Hospital. Services available in the Well-Woman Clinic include pap smears, breast examinations, and birth control information. For information about appointments and services in the Well-Woman Clinic, please call **(703) 805-0313** during the hours of operation for the clinic.

The Family Health Center of Fort Belvoir

The Family Health Center of Fort Belvoir is an integral part of the DeWitt Health Care System. The Family Health Center is located in the outpatient clinic area of the hospital. It is convenient for residents of Fort Belvoir, Lorton, areas north of the Occoquan River and some parts of Alexandria and Springfield.

The Family Health Center of Fort Belvoir includes family practice, pediatrics, and internal medicine. The center provides a full scope of primary care on an appointment basis only (no walk-ins,) including a number of procedures such as vasectomies, minor skin procedures and biopsies, flexible sigmoidoscopy examinations and treadmill testing. The Family Health Center also serves as a training site for a Family Practice Physician and Sports Medicine Training Program.

Hours of operation: **Monday through Friday: 7 a.m. to 8 p.m.**
Saturday, Sunday and federal holidays: 10 a.m. to 5 p.m.

Telephone numbers **Center information: (703) 805-0612**

TRICARE Prime patients enrolled to Fort Belvoir should call **(703) 805-0612** for same day, routine or wellness appointments. The appointment line is open from 6:30 a.m. to 8 p.m. Monday to Friday and from 9 a.m. to 5 p.m. Saturday, Sunday and holidays.

Appointment cancellations: Call **(703) 805-0612** and listen for the option to leave a message for appointment cancellations.

Non-prime patients should call **1(888) 999-5195** for space available appointments in the Acute Minor Illness Clinic. This appointment line operates from 6 a.m. to 6 p.m.

Active duty sick call Active duty service members enrolled at the Family Health Center of Fort Belvoir can call **(703) 805-0612**, Monday through Friday from 6:30 to 8 a.m. to schedule same day military medicine appointments. Active duty personnel who cannot call ahead, must sign in at the center by 7:15 a.m. Active duty service members are strongly encouraged to have all of their medical needs managed by the Family Health Center where they are enrolled to facilitate continuity of care.

Wellness classes The Wellness Clinic staff offers a variety of classes to help you maintain a healthy life-style, including classes on diabetes education, living with asthma and congestive obstructive

pulmonary disease, general nutrition and tobacco cessation. No referral is necessary. Please call **(703) 805-0061** for information and wellness appointments. A listing of wellness classes is available through the DeWitt Health Care System Web site at **www.dewitt.amedd.army.mil/education**.

Physical examinations

Physical examinations required by schools and sport programs can be scheduled through the routine appointment number by calling **(703) 805-0612 or 1(888) 999-5195**. Please call for an appointment 30 days before the physical report is needed. Please bring any necessary forms with you to the appointment.

For information about official military physical examinations, call **(703) 806-3395/3396**.

Health care liaison

(703) 805-0600/0289

The Family Health Center of Fort Belvoir has a health care liaison to assist TRICARE Prime enrollees and Medicare-eligible Special Provision Patients with their specialty referrals. When your primary care manager refers you for specialty care, please stop by the health care liaison office prior to leaving the center.

Medical records

The Family Health Center maintains patients' records in Outpatient Records across the hall from the center.

Pharmacy

The hospital's Main Pharmacy and the Fort Belvoir PX Refill Annex provide pharmacy support for the Family Health Center of Fort Belvoir.

The Main Pharmacy is open weekdays from 7:30 a.m. to 8:30 p.m., and on weekends and holidays from 9:30 a.m. to 5:30 p.m.

The Refill Annex is open weekdays from 9 a.m. to 6:30 p.m., and from 10 a.m. to 2 p.m. on weekends and some holidays. The Refill Annex is closed for Thanksgiving, Christmas and New Years.

All patients are encouraged to use the refill call-in by dialing **1(800)248-6337** for prescription refills. Prescription refills called in prior to 2 p.m. will be ready for pick-up the next duty day after 10 a.m.

Refill prescriptions may also be filled via the DeWitt Web site located at: **www.dewitt.wramc.amedd.army.mil**.

The Family Health Center of Fairfax

The Family Health Center of Fairfax is a military medical facility located in the Prosperity Business Campus at 2740 Prosperity Ave., Fairfax, Va. The center is an integral part of the DeWitt Health Care System. The center's location is convenient for families residing in Annandale, Centreville, Fairfax, Vienna and some parts of Burke, Fairfax Station, Clifton and Springfield.

The Family Health Center of Fairfax offers routine and acute care on an appointment basis only (no walk-ins). Radiology, laboratory, allergy/immunization, pharmacy, optometry services, and family counseling services are also available on-site.

Hours of operations **Monday to Friday: 7 a.m. to 8 p.m.**
Saturday, Sunday and federal holidays: 7 a.m. to 2 p.m.

Telephone numbers **Center information: (703) 849-8191**
Appointments: (703) 846-9503 Prime patients only (appointment line open from 6:30 a.m. to 8 p.m. Monday through Friday and 6:30 a.m. to 2 p.m. on Saturday, Sunday and holidays.)
1(888) 999-5995 — Non-prime patients

Active duty sick call Sick call for active duty personnel is available Monday through Friday from 7 a.m. to 8 a.m. Service members must arrive no later than 7:15 a.m. to sign-in for active duty sick call. Certain service-related requirements and military physical examinations cannot be completed at the Family Health Center of Fairfax.

Physical examinations Physical examinations required by schools and sport programs can be scheduled by calling **(703) 846-9503**. Please call and make your appointment 30 days prior to the date you need the physical exam report. For information about official military physical examinations, call **(703) 806-3395/3396**. Please bring any forms necessary with you to your appointment.

Health care liaison The Fairfax Family Health Center has a health care liaison to assist Prime enrollees and Medicare-eligible Special Provision Patients with their specialty referrals. When your primary care manager refers you for specialty care, please stop by the health care liaison office prior to leaving the center.

Medical records The Family Health Center of Fairfax maintains its patients' records in the center. Patients may obtain their records from the front desk at the center.

Pharmacy The Family Health Center of Fairfax has a full-service pharmacy open weekdays from 7 a.m. to 8 p.m. and weekends and holidays from 7 a.m. to 2 p.m. The formulary is identical to the pharmacy at DeWitt Army Community Hospital at Fort Belvoir.

All patients are encouraged to use the Refill Call-in by dialing **1(800) 248-6337** for prescription refills. Patients can use this system and designate prescription pick-up at the Fairfax Pharmacy. Prescription refills called in prior to 2 p.m. will be ready for pick-up the next duty day after 10 a.m.

Refill prescriptions may also be filled via the DeWitt Web site located at: **www.dewitt.wramc.amedd.army.mil**.

Wellness Classes The Family Health Center of Fairfax staff offers a variety of classes to help you maintain a healthy life-style, including classes on diabetes education, living with asthma, general nutrition and tobacco cessation.

Please call **(703) 846-9503** for information and wellness appointments. A listing of wellness classes is available through the DeWitt Health Care System Web site at **www.dewitt.wramc.amedd.army.mil/education**.

The Family Health Center of Fort Myer (Andrew Rader Clinic)

The Family Health Center of Fort Myer (Rader Clinic) is a military medical facility and an integral part of the DeWitt Health Care System. The Family Health Center of Fort Myer is also known as the Andrew Rader Clinic and is located next to the commissary on Fort Myer. The center is convenient for residents of Arlington, Falls Church, Fort Myer, and some parts of Annandale, Alexandria and Springfield.

The center offers routine and acute care on an appointment basis only (no walk-ins). Radiology, laboratory, pharmacy, and allergy/ immunization services are also available on-site.

Hours of operations **Monday to Friday: from 7:30 a.m. to 8 p.m.**
Saturday, Sunday and holidays: from 7 a.m. to 2 p.m.
(appointment required.)

Telephone numbers **Center information: (703) 696-3467**
Appointments (routine): 1(888) 999-5195 (from 6 a.m. to 6 p.m.)
Appointments same day - Urgent: (703) 696-3630
Appointment cancellations: (703) 696-3630
Immunization appointments: (703) 696-3439
Adult Wellness Center: (703) 696-3552/3553

Active duty sick call Sick call for active duty personnel is available Monday through Friday, on a walk-in basis, from 7 a.m. to 8 a.m. Active duty personnel can also call during these hours to speak to a triage nurse and to arrange an appointment that best fits their schedule. The center provides military physical examinations through the physical examinations section. Some service-related requirements may not be available.

For more information about official military physical examinations, call **(703) 696-3436 /3482**.

Health care liaison The Family Health Center of Fort Myer has a health care liaison to assist TRICARE Prime enrollees and Medicare-eligible Special Provision Patients with their specialty referrals. When your primary care manager refers you for specialty care, please stop by the health care liaison's office or call **(703) 696-3464 /3452..**

Medical records The Family Health Center of Fort Myer maintains patients' records in the center on the first floor near the main entrance to the center.

Pharmacy The Rader clinic has a full-service pharmacy open the same hours as the center. The formulary is identical to the one at DeWitt Army Community Hospital at Fort Belvoir.

All patients are encouraged to use the Refill Call-in by dialing **1 (800) 248-6337** for prescription refills. Patients can use this system and designate prescription pick-up at the Fort Myer Pharmacy. Prescription refills called in prior to 2 p.m. will be ready for pick-up the second duty day after 10 a.m.

Refill prescriptions may also be filled via the DeWitt Web site located at: **www.dewitt.wramc.amedd.army.mil**.

Wellness Classes A variety of classes are offered through the Wellness Center to help you maintain a healthy life-style, including diabetes education, living with asthma, general nutrition and tobacco cessation are offered through the Wellness Clinic. Please call **(703) 696-3552** for information and adult wellness appointments.

Behavioral Health The Rader Clinic offers a variety of behavioral health services to include social work, family advocacy, psychology, and psychiatry services. In addition, the Army Substance Abuse Program treats active duty soldiers with alcohol or drug dependency problems. for more information, please call **(703) 696-3456**.

The Family Health Center of Woodbridge

The Family Health Center of Woodbridge is a military medical facility and an integral part of the DeWitt Health Care System. The Family Health Center is located at 1549 Old Bridge Road, Woodbridge, Va. It is convenient for families residing in Woodbridge, Lake Ridge, other areas south of the Occoquan River, and some parts of Burke, Fairfax Station, Clifton and Springfield.

The Family Health Center of Woodbridge offers routine primary care on an appointment basis only (no walk-ins). Radiology, laboratory, allergy/immunization, optometry, pharmacy services, and behavioral health services are also available on-site.

Hours of operations **Monday to Friday: 7 a.m. to 8 p.m.**
Saturday, Sunday and federal holidays: 7 a.m. to 2 p.m.

Telephone numbers **Center information: (703) 491-7668**
Appointments: (703) 550-2671 (Monday to Friday: 6:30 a.m. to 8 p.m.; Saturday, Sunday and federal holidays: 6:30 a.m. to 2 p.m.)
Appointment cancellations: (703) 550-2671
Woodbridge Family Counseling Center: (703) 551-4720

Active duty sick call Active duty service members enrolled at the Woodbridge Family Health Center are strongly encouraged to have all of their medical care managed through the Woodbridge Family Health Center. Military personnel may schedule same day or sick call appointments on a daily basis. Appointments can be scheduled from 6:30 a.m. to 8 p.m. weekdays. Please call **(703) 550-2671**, as early as possible for a same day appointment.

Physicals Physical examinations required by schools and sport programs can be scheduled by calling **(703) 550-2671**. Please call 30 days before the physical report is needed to make your appointment. For information about official military physical examinations, call **(703) 806-3395/3396**.

Health care liaison The Woodbridge Family Health Center has a health care liaison to assist TRICARE Prime enrollees and Medicare-eligible Special Provision Patients with their specialty referrals.

When your Primary Care Manager refers you for specialty

care, please stop by the health care liaison office prior to leaving the center.

Medical records The Family Health Center of Woodbridge maintains and stores all enrolled patient records in the record room.

Pharmacy The Woodbridge Family Health Center Pharmacy is a full-service pharmacy open weekdays from 7 a.m. to 8 p.m. and weekends and holidays from 7 a.m. to 2 p.m. All patients are encouraged to use the Refill Call-in by dialing **1(800) 248-6337** for prescription refills. Patients can use this system and designate prescription pick-up at the Woodbridge Pharmacy. Prescription refills called in prior to 2 p.m. will be ready for pick-up the next duty day after 10 a.m.

Refill prescriptions may also be filled via the DeWitt Web site located at: **www.dewitt.wramc.amedd.army.mil**.

Wellness classes A variety of classes to help you maintain a healthy lifestyle, including diabetes education, living with asthma, general nutrition and tobacco cessation are offered through the Wellness Clinic. Please call **(703) 550-0958** for information and wellness appointments.

Additional health care services

Specialty clinics A consult or referral from your Primary Care Manager is required by all specialty clinics listed below. All patients will be referred to specialty care with the direct care system unless access standards cannot be met.

The **health care liaison** at your family health center can assist you in obtaining all specialty care appointments ordered by your primary care manager. If a specialty appointment is not available at a military health care facility, you must contact a health care finder at Sierra Military Health Services (**1(888) 999-5195**) to obtain assistance procuring an appointment in the civilian network.

- n Allergy
- n Cardiology
- n Ear, nose and throat
- n Dermatology
- n Gastro-intestinal
- n General surgery
- n Gynecology
- n Neurology
- n Obstetrics
- n Ophthalmology
- n Orthopedics
- n Physical therapy
- n Podiatry
- n Respiratory therapy
- n Same day surgery clinic
- n Sports medicine
- n Urology

Patients may be referred to Walter Reed Army Medical Center, National Naval Medical Center or Malcom Grow Medical Center for some specialty care not provided through DeWitt Health Care System.

Nutrition Nutrition appointments are made directly by calling the Nutrition Clinic appointment desk at the following locations:

Fort Belvoir (703) 805-0604
Woodbridge (703) 550-2671
Fairfax (703) 846-9503
Fort Myer (703) 696-3552

Emergency treatment room (703) 805-0414/0562

The Family Health Centers are not staffed or equipped to manage emergency medical conditions. In the case of an emergency, beneficiaries should go to the closest military or civilian emergency room.

DeWitt Army Community Hospital has an emergency treatment room that is open 24-hours daily to care for patients with medical conditions that are a threat to life, limb or eye-sight. Patients with emergent medical needs are always seen first. Patients, who are screened as urgent, rather than emergent may, be referred to their Family Health Center or to the Acute Minor Illness Clinic for treatment depending on the patient's TRICARE enrollment status.

The TRICARE Nurse Advice Line can be reached by dialing **1(800)308-3518**. Nurses on the advice phone line can assist patients in determining the appropriate level of care.

Acute Minor Illness Clinic **Monday to Saturday – call 1(888) 999-5195 for information and appointments**
Sunday only – call (703) 805- 0912 for information and appointments

The Acute Minor Illness Clinic at DeWitt Army Community Hospital is an extension of the Emergency Treatment Room. **It is not a primary care clinic.**

A patient who is screened by the Emergency Treatment Room may be referred to the Acute Minor Illness clinic if the patient has an urgent, rather than emergent (emergency) medical condition.

Waiting times in the Acute Minor Illness Clinic may fluctuate depending on the severity of the patients referred by the Emergency Treatment Room and the number of patients.

Patients enrolled in TRICARE Prime should seek care at their Family Health Center rather than the Acute Minor Illness Clinic. The Acute Minor Illness Clinic is not staffed to provide care to patients with chronic conditions, follow-up care or comprehensive care.

Space-available appointments in the clinic for patients who are not enrolled in TRICARE Prime are available by calling **1(888) 999-5195**.

Ambulance services **On Fort Belvoir call (703) 805-0106.**
Off-post- 911

Ambulance service is available to units and agencies located on Fort Belvoir, as well as to families residing on post. If you are located on Fort Belvoir and require transport for an emergency medical condition, call **(703) 805-0106**.

All off-post, emergency transport is available by calling **911**. Patients who are transported to civilian hospitals are responsible for paying charges not covered by TRICARE, Medicare or private insurance.

Behavioral Health services **Fort Belvoir: Adult services (703) 805-0110**
Fort Belvoir: Child and adolescent services (703) 805-0550
Woodbridge Family Counseling Center: (703) 551-4720
Fairfax Family Counseling Center: (703) 275-5818/5789

The DeWitt Health Care System offers the full scope of Behavioral Health Services, including child, adolescent and adult psychiatry, family counseling, social work services (including family advocacy and child / spouse abuse and neglect), individual and group therapy, drug and alcohol counseling, and psychological testing. These services are located in Building 815, on Farrell Road (located just north of the Family Health Care Center of Fort Belvoir parking lot). Some of these services are also available at the Woodbridge Family Counseling Center and the Fairfax Family Counseling Center.

Additionally, DeWitt offers a Partial Hospitalization Program for referred adolescents who do not need long term residential treatment, but require more intensive and structured care than outpatient therapy, or are transitioning from an acute or residential placement. The program is a day-program designed for adolescents between 13 and 17 years of age with behavioral, emotional and/or developmental difficulties. For information on this program, call **(703) 805-0948**.

Community Health services **(703) 805-0942 / 0441**

Community Health Services is a section within the department of Preventive Medicine Service that is dedicated to providing a comprehensive public health program for the Fort Belvoir community and all the beneficiaries in the surrounding area. Community Health Services are located in Building 815 on Farrell Road (located just north of the Family Health Care

Center of Fort Belvoir parking lot). Services are available from 7:30 a.m. to 4:30 p.m., Monday through Friday.

Community health programs include:

- n Wellness and health education.
- n Group classes on diabetes, tobacco cessation, breast-feeding, asthma, and weight management.
- n Chronic disease.
- n Family and child health.
- n Communicable diseases.

Health promotion programs include:

- n Troop education.
- n Health risk appraisals.
- n Chronic disease prevention activities.
- n Blood pressure screening.
- n Cholesterol screenings.

Maternal and child health programs include:

- n Home and clinic visits for high-risk pregnancies.
- n Newborn and post-partum assessments and education.
- n Referrals to community services.
- n Case management for premature infants.

Travel readiness and communicable disease control programs include:

- n Country specific data, immunization screening, health risk information, and travel safety tips.
- n HIV awareness, counseling and testing.
- n Sexually transmitted disease and tuberculosis surveillance.
- n Epidemiological investigations.

Family health programs include:

- n Home safety assessment.
- n Community resources and referrals.
- n Case management review for family advocacy.
- n Health consultation to child development services.

Pediatric asthma programs include:

- n Individualized asthma education.
- n Self care management plans.
- n Follow-up care.

**Allergy/
Immunization
Clinic**

(703) 805-0024

Beneficiaries enrolled in TRICARE Prime should arrange for their allergy and immunization needs through the Family Health Center where they are enrolled. The Family Health Centers of Fairfax, Fort Myer and Woodbridge provide allergy shots and immunizations for their TRICARE Prime enrolled patients. Contact your Family Health Center for specific information.

Patients enrolled at the Family Health Center of Fort Belvoir use the Allergy/Immunization Clinic for allergy shots and **adult** immunizations. Patients will need to bring their outpatient and shot records with them.

The **Immunization Clinic** is available on a walk-in basis during the following hours:

Morning Hours: Monday to Friday, 7:45 to 11:30 a.m.

Afternoon Hours: Monday, Tuesday, Thursday, and Friday, 1 to 4 p.m.; Wednesday 1 to 3:30 p.m.

Tuberculosis testing is not done on Thursdays because the clinic is not open on the weekend to read the test results.

Routine pediatric immunizations for patients age 18 and under are done at the Pediatric Clinic, located in the outpatient wing of the hospital. Immunizations are provided on a walk-in basis during the following hours: Monday through Friday, from 8 a.m. to noon and 1 to 4 p.m. A doctor's order is required for the immunization and patients should bring their outpatient and shot records with them. For more information call the Pediatric Clinic at **(703) 805-0913**.

The **Allergy Clinic** (see map/insert for location) is also located on the third floor and is available on a walk-in basis during the following hours:

Morning Hours: Monday to Friday, from 7:45 to 11:30 a.m.

Afternoon Hours: Monday, Wednesday and Thursday, 1 to 4 p.m. The Allergy Clinic is closed on Tuesday and Friday afternoons. All new allergy appointments and testing require a scheduled appointment. Please call **(703) 805-0024** for an appointment.

All other services are considered specialty care and require a referral from a primary care manager. Anyone going on **overseas travel** (active duty, Reserve, and family members) must call to make an appointment for the travel clinic by calling **(703) 805-0024**.

Case management Patients with complex medical conditions may require the additional coordination that a nurse case manager can provide. Primary care managers are responsible for identifying and referring patients to the appropriate case management services. Case management services are available in all Family Health Care Centers and at DeWitt Army Community Hospital

Dental services (703) 806-4392

Logan Dental Clinic on Fort Belvoir provides dental services for active duty personnel only. Clinic hours are from 7:15 a.m. to 4:00 p.m., Monday through Friday. The clinic is located at 9515 Hall Road, Building 1099, near the Army and Air Force Exchange gas station.

Active duty sick call for dental health problems is from 7:30 to 9 a.m. Monday through Friday. After hours dental emergencies should go to the Emergency Room.

United Concordia manages the TRICARE Active Duty Family Member Dental Plan. For program and enrollment information, call **1(800) 866-8499** or visit the Web site at: **www.ucci.com**.

Delta Dental manages the TRICARE Retiree Dental Plan. For program and enrollment information call **1(888) 838-8737** or visit the Web site at: **www.ddpdelta.org**.

Physical examinations (703) 806-3395/3396 (military enrolled at Fairfax, Fort Belvoir or Woodbridge)
(703) 696-3482 or 696-3436 (military enrolled at Fort Myer)
(703) 1(888) 999-5195 (school, camp or college physicals)

Military physical examinations **MILITARY ENROLLED AT FAIRFAX, FORT BELVOIR OR WOODBRIDGE**
DeWitt's South Post Clinic provides active duty physical examinations. For all active duty personnel enrolled at the Family Health Centers of Fairfax, Fort Belvoir and Woodbridge, active duty physical examinations and the two-part retirement physicals are provided at DeWitt's South Post Clinic. The South Post Clinic is located at 1467 Fifth Street, at the corner of Fifth Street and Gunston Road, Fort Belvoir, Va. Active duty physicals (for all services) and the two-part retirement physical are by appointment only and can be scheduled no more than four months and no less than 60 days prior to the start of terminal leave. Retirement orders are not required to schedule a retirement physical. Reserve personnel can also

obtain their physical examination at the South Post Clinic. Reserve personnel must have orders to obtain a physical examination. For additional information and to schedule your physical examination appointment, call **(703) 806-3395/3396**.

MILITARY ENROLLED AT FORT MYER

Physicals performed at Fort Myer include: periodic physicals every five years for soldiers between 30 and 40 years of age (includes active duty military, Army National Guard soldiers, Chapter 2/ Title 10 and Reserve soldiers.); CVS for soldiers 40 and over every five years until age 60, annual physicals for soldiers after age 60; retirement physicals (book 120 days prior to start of terminal leave; ETS/Chapter physicals; and military school physicals.

Physical exams are done in two parts at Andrew Rader Clinic. Part one of the physical is conducted Monday through Wednesday at 7:30 a.m. by appointment only. Part one takes about two hours and includes paperwork and diagnostic testing (lab, visual acuity, hearing exam, etc). Part two of the physical is scheduled 10 to 14 days after the part one appointment. In preparation for part one of the physical the soldier should ensure the following:

1. Fast for at least 12 hours (please drink plenty of water).
2. Hand-carry your medical records.
3. Wear glasses (if applicable) not contact lenses.
4. An NCO escort is necessary for all involuntary chapters physicals.

SCHOOL, CAMP, COLLEGE PHYSICALS

Patients enrolled in TRICARE Prime should arrange for school, camp, sports and college physicals at the Family Health Center where they are enrolled. These physicals are by appointment only. Call **1(888) 999-5195** to schedule necessary physicals.

Inpatient information

DeWitt Army Community Hospital provides inpatient hospital care for medical, surgical, pediatric, intensive care, and obstetrical patients and their newborn infants. The hospital practices a wellness-oriented, patient focused approach to care on our inpatient units. For your safety and privacy, all hospital staff wears a photo identification badge to help you recognize us. A nursing team under the leadership of a registered nurse will provide much of your care. If you have any questions about your nursing care, please do not hesitate to ask your nurse.

Admission (703) 805-0661

The **admission/disposition office** is located adjacent to the Outpatient Records Branch of the hospital, across the hall from the Family Health Center. The staff will ask for your name, military identification card, address, home phone, sponsor's Social Security number, your next of kin and, if applicable, your private insurance company's name, address and policy number.

Since you are responsible for the security of your personal belongings, the hospital staff suggests that you limit these items to the following: pajamas, gown, robes, and slippers; a list of current medications with dosages; storage containers for eyeglasses, contact lenses, hearing aids and dentures; and toilet articles, stationary and magazines. Please do not bring valuables, medications, food, alcoholic beverages or electrical appliances to any inpatient unit.

Patient's Trust (703) 805-0019 / 0501

Fund The **Patient's Trust Fund** provides security for your valuables when you are admitted to the hospital. This service is available through the Treasurer's Office from 7:45 a.m. to 4 p.m., Monday through Friday, except holidays.

The Treasurer's Office is located in the basement of the hospital. Patients admitted on weekends or holidays that wish to use the Trust Fund may turn items in to the administrative officer of the day, but items cannot be retrieved until the next duty day.

Inpatient (703) 805-0662 medical records

Inpatient medical records are the property of the U.S. Government. All requests for release of medical information or

copies of medical records must be in writing. Department of the Army Form 5006 must be completed for each record requested. Patients 18 years of age or older must authorize release of their own records. Please allow a minimum of 60 days for processing your request for copies.

Advanced directives (living wills) If you have an advance directive, such as a living will, a copy should be brought with you upon admission. Copies will be retained in your permanent records. For further information about advance directives contact the Fort Belvoir Legal Assistance Office at **(703) 805-4018**.

Inpatient billing services **(703) 805-0590/9064** Many of you have additional private health care insurance beyond TRICARE. **By law, military medical facilities can bill private insurance companies for outpatient services provided to beneficiaries who are covered by private insurance.**

Reimbursement from private insurance companies for care provided at DeWitt represents an important source of revenue that can be spent to provide additional health care services.

Located in the basement of the DeWitt Army Community Hospital, the Third Party Collection Office manages billing of this type. Billing for inpatient services provided at DeWitt Army Community Hospital is managed by the hospital's Treasurer's Office, located in the basement.

Inpatient daily charge The daily hospital charges for fiscal year 2001 are as follows:

Active duty/retired officers and active duty enlisted — \$8. These rates are adjusted annually and will change Jan. 1, 2001.

Retired enlisted — No charge.

Family members — \$11.45.

Information regarding charges, billing, etc. may be obtained at the Treasurer's Office located in the basement. The office can be contacted at (703) 805-0019.

Flowers Flowers may be delivered from outside florists for patients on all units **with the exception** of those in the Intensive Care Unit, located on Ward 2B.

Health and safety reminders To insure your health and safety while an inpatient at our facility, we ask that you please use your **nurse call button** if you need assistance getting in and out of bed, or your wheelchair, etc.

Surgical patients (703) 805-0606

Your surgeon determines the surgical procedure you need and the day the surgery is scheduled. Patients that are scheduled for elective surgery must be seen in Same-Day Surgery Clinic located on the second floor of the hospital, at least three days prior to their scheduled surgery date to complete the preoperative evaluation.

Same-Day Surgery Clinic personnel draw all ordered lab work, perform EKG's and coordinate with anesthesia personnel. Both Same Day Surgery Clinic and anesthesia personnel must interview each pre-surgical patient. Pre-operative screening is conducted from 8 a.m. to 4:30 p.m., Monday through Friday. Anesthesia personnel are available to interview patients Monday through Friday, from 1 p.m. to 4 p.m. Patients may walk in during these time. The Same Day Surgery Clinic staff arrange for additional pre-operative consultations, as needed.

Visitor information Generally, visiting hours are from 11 a.m. to 8 p.m. Visiting policies and hours vary according to the unit and to the patient's condition.

Please ask family members and friends who have colds or other contagious illnesses **not to visit**. Visitors are expected to follow all unit rules and regulations. Consideration of all of our patients is our priority.

Inpatient Units – when you arrive on the inpatient unit, your nursing staff will give you specific information on telephones, unit rules and meals.

The following specific restrictions apply to the individual inpatient units.

Intensive care unit (Ward 2B): Visitors are restricted to immediate family and clergy. Please check with the nursing staff for other specific restrictions.

Recovery room (Ward 2A): Patients may have visitors only in special circumstances who are approved by the head nurse or physician.

Medical / Surgical / Pediatric (Ward 4A): One parent or guardian may spend the night with a pediatric patient.

Visiting hours for our adult patients on this unit are from 11 a.m. to 8 p.m.

Labor and delivery (Ward 3C): Visitors are limited to husbands or designated coaches.

Mother-Baby (Ward 3B): Fathers may visit from 9 a.m. to 8 p.m. Visitors (age 12 and older) may visit from 11 a.m. to 8 p.m.

No children under the age of 12 are allowed on the unit unless they are the patient's **own** children. Persons with colds or other illnesses are not permitted to visit. Please check with the nursing staff for other specific restrictions.

***Your newborn
and TRICARE***

The newborn will be automatically covered under TRICARE Prime for 120 days, if at least one parent is enrolled in TRICARE Prime. If parents do not officially enroll the newborn within 120 days, the baby will revert to TRICARE Standard and therefore eligible for only space-available care in military medical facilities. Newborns of dependent daughters and non-military fathers are not eligible for military medical benefits and, thus, are not covered under TRICARE Prime.

Birth registration

The Birth Registration Clerk located in the hospital basement does birth registration forms and certificates of live birth for newborns. For further information, call **(703) 805-0663**.

Additional information

Smoking Smoking is prohibited throughout all DeWitt Health Care System facilities. If you must smoke, regulation requires that you remain at least 50 feet from the building. There are designated smoking areas outside the Main Conference Room in the basement and outside and to the left of the outpatient clinic wing.

Advanced directives An **advance directive** is a written statement of your wishes regarding your health care. An advance directive should be written before you need it and becomes effective if you are unable to make health care decisions yourself.

There are two types of advance directives, a living will and a durable power of attorney for health care.

A **living will** is a document that states your desires concerning the medical treatment you do or do not want to receive if you are not able to make your own medical decisions. A **durable medical power of attorney** is a form of advance directive that gives another adult person the legal authority to make medical treatment decisions for you when you are unable to make those decisions yourself. You can designate any adult as your decision-maker, including a spouse, relative or good friend.

A **medical power of attorney** is required when someone other than a parent or legal guardian brings a minor child into any medical facility for medical treatment.

The Fort Belvoir Legal Assistance Office is the best source of additional information and assistance with the preparation of these documents. The Legal Assistance Office provides these services by appointment only.

For more information or to schedule an appointment call **(703) 805-4018**. Office hours are Monday through Friday, from 8 to 11:30 a.m. and 1 to 3:30 p.m. with the exception of Thursday afternoon when the office is closed from 1 to 2 p.m. for these types of appointments.

Organ donation – the gift of life For those of us who lose a loved one, it is difficult to imagine that anything positive can result from this loss. However, through the gift of organ donation, new life, new health, and new hope can be given to others. DeWitt works with the Washington Regional Transplant Consortium (WRTC) to provide the gift of life to others.

If you would like more information about organ donation,

you may call WRTC directly at **(703) 641-0100**, or visit their Web site at: **www.wrtc.org**. Family members may be approached regarding the donation of organs. Support personnel will be available to assist during this time.

Chaplain's office **During duty hours - (703) 805-0040**
and Chapel **After duty hours - (703) 805-0510**

The Chapel and chaplain's office are located on the hospital's second floor. A chaplain is available 24-hours a day to offer the support of prayer and counsel; to provide religious rites and sacraments; and to help you contact your pastor, priest, rabbi, or religious leader.

After normal duty hours and on weekends, call the hospital staff duty NCO at **(703) 805-0510** or the number listed above.

Billing for **(703) 805-0590 / 9064**
Outpatient
Services

Many of you have additional health insurance beyond TRICARE. By law, military medical facilities can bill private insurance companies for outpatient services provided to beneficiaries who are covered by private insurance. Reimbursement from private insurance companies for care provided at DeWitt represents an important source of revenue that can be spent to provide additional health care services. Located in the basement of the DeWitt Army Community Hospital, the Third Party Collection Office manages billing of this type.

Bus service **(703) 805-0510**

Free shuttle bus service is available between DeWitt Army Community Hospital, Rader Clinic and Walter Reed Army Medical Center. The schedule is as follows:

Route	DeWitt (departure)	Rader Clinic (departure)	Walter Reed (arrival)
1A	8:15a.m.	8:50a.m.	9:40a.m.
1A	11:45	12:10	1:00p.m.
Route	Walter Reed (departure)	Rader Clinic (arrival)	DeWitt (arrival)
1B	10:30a.m.	10:55a.m.	11:20a.m.
1B	3:00p.m.	3:30p.m.	4:25p.m.

Dining Facility DeWitt Army Community Hospital's Dining Facility is located in the basement of the hospital. It is open from 6 to 10 a.m. for breakfast; 11 a.m. to 3 p.m. for lunch, and 4 to 6 p.m. for dinner, seven days a week. All food items are available as

takeout. All eligible beneficiaries and their family members are authorized to use the hospital Dining Facility.

DNA Testing (703) 805-0087

Since 1996, DNA testing has been part of Basic Military Training. Active duty military personnel who entered active service prior to 1996 must have this one-time procedure. DNA testing is only available 2 to 3 p.m. on Thursdays in the hospital's lab, Room 121 on a walk-in basis. Personnel must bring their medical records.

Exceptional Family Member Program (703) 805-0663

The Exceptional Family Member Program office provides administrative assistance for families enrolling in the Exceptional Family Member Program. This office also schedules family member screening and is located in the basement of DeWitt Army Community Hospital in Suite E-10B. For more information, call (703) 805-0663.

Fire alarms

DeWitt Army Community Hospital routinely checks the fire alarm system. In the case of an emergency, the hospital staff will instruct and assist patients in evacuating the building. When evacuating the hospital, patients and staff are required to move at least 100 feet from the building.

Hospital parking, handicapped parking and permits

Designated handicapped parking spaces are located in front of the hospital. Handicapped parking is reserved for vehicles with handicapped license plates or a Department of Motor Vehicle (DMV) handicapped permits. Patients whose medical condition warrants a DMV handicapped license plate or permit should contact their primary care physician for the DMV forms and required signatures certifying medical need and condition.

Medicare eligibility beneficiaries

1(800) 772-1213 (Social Security Administration)

Most military retirees become eligible for Medicare at the age of 65. For general information about Medicare, call **1(800) 772-1213**, Monday through Friday, 7 a.m. to 7 p.m. Limited information is also available in the Membership Services Office, Room D196, off the hospital pharmacy lobby.

Retirees age 65 and older that are eligible for Medicare who have traditionally received medical care from one of the primary care clinics in the DeWitt Health Care System (Fort

Belvoir, Fairfax, Woodbridge, or Rader Clinic at Fort Myer) can be designated a Special Provision Patient. Contact your Family Health Center or the Membership Services Office at (703) 805-0622 for additional information.

Dr. H. James T. Sears, the Executive Director of the TRICARE Management Activity, sent out letters to Medicare-eligible retirees Jan. 16 summarizing the changes in the National Defense Authorization Act for Fiscal Year 2001 that will impact Medicare beneficiaries.

The law extends TRICARE health care and pharmacy benefits to Medicare-eligible retirees of the uniformed services, their family members and survivors. Under the law, pharmacy benefits begin April 1 and the rest of the TRICARE health care benefits are effective Oct. 1.

Pharmacy benefits give TRICARE beneficiaries age 65 and over the same pharmacy benefit as retirees who are under age 65. It includes access to prescription drugs not only at military treatment facilities, but also at retail pharmacies and through the national mail service program.

In his letter Sears wrote that if a beneficiary turns 65 after April 1, "the law mandates that you must be enrolled in Medicare Part B to receive the TRICARE pharmacy benefit."

When Medicare-eligible military beneficiaries become eligible for other TRICARE medical benefits Oct. 1, the law requires all Medicare-eligible beneficiaries, regardless of age must be enrolled in Medicare Part B to receive the rest of the TRICARE benefit.

Beneficiaries who have not purchased Medicare Part B are encouraged to enroll during the open season that runs through Mar. 31. A premium surcharge may be imposed on those who did not originally enroll in Part B when they were first eligible at age 65. For enrollment and surcharge information on Medicare, call (800) 772-1213 or visit the Medicare Web site at **www.medicare.gov**.

With both Part B enrollment and additional health benefits through TRICARE, military medicine beneficiaries will have the following coverage:

- a. If the medical care received is a benefit of both Medicare and TRICARE, Medicare will pay the allowable amount for the care. TRICARE will pay the amount that is the Medicare cost-share, as well as any Medicare deductible. Most, but not all medical services are a benefit under both Medicare and TRICARE.

b. If the medical care a patient receives is a benefit of Medicare, but not a benefit of TRICARE, Medicare will pay its normal amount and the patient will be responsible only for the Medicare deductible and cost share. An example of this type of care is chiropractic care covered by Medicare.

c. If a patient receives a benefit of TRICARE that is not a benefit of Medicare, Medicare pays nothing. TRICARE will pay the amount it pays for the same service received by a retiree under the age of 65. In this case, a patient must pay the applicable TRICARE cost-share and deductibles. An example of this would be prescription drugs.

The decision to cancel Medicare supplemental insurance or Medigap policies is a personal decision. The DeWitt Health Care System recommends that beneficiaries over age 65 not make any changes to other health insurance until the full details of the new benefit are clear when the program begins Oct. 1, 2001.

***Interpreters* (703) 805-0510**

Information about the availability of an interpreter with specific language skills is available through the Main Information Desk (703) 805-0510.

***Lost and Found* During duty hours - (703) 805-0246
After duty hours - (703) 805-0510**

The hospital Security Office, located in the basement, maintains a Lost and Found for items inadvertently left in the hospital.

***Medical Library* (703) 805-0589**

The Medical Library is available to patients who want additional information regarding medical issues. The library is open Monday through Friday, from 7:30 a.m. to 4:30 p.m. The Medical Library is located on the fourth floor of DeWitt Army Community Hospital.

***Veteran's Affairs representative* (703) 805-4590**

A Veterans' Affairs Representative is available at Fort Belvoir's Soldier and Family Support Center Army Community Services (ACS) office (Bldg. 1001, near the Barden Education Center) on the second and fourth Thursday of each month from 9 a.m. to 3 p.m.

***Volunteers* Red Cross Service Center – (703) 805-2057/2059
Hospital Chairman – (703) 805-0043**

Individuals interested in volunteering in DeWitt Health Care System facilities should contact the American Red Cross Field Office, or the Red Cross Hospital chairperson. Volunteers are valuable assets and an integral part of the health care team.

Telephone Numbers

Clinic/Service Area Code (703) DSN (655)	Location	Phone Number
Active Duty Sick Call FHC Belvoir	1N	805-0612
Acute Minor Illness Clinic (AMIC)	1C	805-0912
Admissions and Dispositions	1N	805-0661
Aviation Medicine	Bldg. 1467	806-4526
Audiology	Bldg. 1471	806-3202
Adolescent Partial Hospitalization	5A	805-0948
Behavioral Health	Bldg. 815	805-0110
Allergy and Immunizations	3A	805-0024
Birth Registration	B	805-0663
Cardiology	3A	805-0071
CAT Scan	1A	805-0091
Chaplain	2C	805-0040
Community Health Nursing	Bldg. 815	805-0942
Commander	1A	805-0824
Coumadin Clinic	1N	805-0750
Dermatology	3A	805-0383
Dining Facility	B	809-0905
Emergency Room	1C	805-0604
Environmental Health Services	Bldg. 805	806-0063
Endocrinology	3A	805-0071
EFMP (Exceptional Family Mbr)	B	805-0663
Fort Belvoir Family Health Center	1N	805-0612
Gastroenterology (GI)	3A	805-0071
General Surgery Clinic	2A	805-0548
HEAT	5B	805-0093
Information Desk (Main)	1A	805-0510
Inpatient Records	B	805-0121
Intensive Care Unit	2B	805-0588
Labor and Delivery	3D	805-0067
Laboratory	1B	805-0758
Medical Supplies	B	806-4719
Medical Company	Bldg 805	805-0926
Medical Boards	B	805-0175
Medical Maintenance	B	805-0056
Medical/Surgical/Pediatric Ward	4A	805-0080
Mother Baby Unit	3B	805-0077
Neurology	3A	805-0071
Nutrition Services	B	805-0604
Occupational Health	Bldg. 815	806-0536
OB/GYN	1N	805-0808

Optometry	1B	805-0652
Ophthalmology	1B	805-0654
Orthopedics	1B	805-0096
Outpatient Records	1N	805-0171
Patient Liaison Office	1B	805-0622
Patient Representative	1A	805-0539
Pediatric Asthma Clinic	1N	805-0525
Physical Medicine	Bldg. 1467	806-3395
Pharmacy Annex	PX Mall	806-5583
Pharmacy	1B	805-0694
Physical Therapy	1B	805-0008
Podiatry	1B	805-0042
Pulmonary Function	3A	805-0071
Radiology	1B	805-0558
Red Cross Office	1B	805-0043
Respiratory Therapy	3A	805-0370
Same Day Surgery	2A	805-0606
Security	B	805-0246
Sports Medicine Clinic	1B	805-0619
Treasurer	B	805-0091
Sub-specialty Clinics	3A	
Allergy/Immunization	3A	805-0024
Cardiology	3A	805-0071
Dermatology	3A	805-0383
Endocrinology	3A	805-0071
Gastroenterology (GI)	3A	805-0071
Neurology	3A	805-0071
Respiratory Therapy	3A	805-0370
Pulmonary Function	3A	80-0071
Ultrasound	1B	805-0019
Urology	5B	805-0038
Well-Woman Clinic	1N	805-0313
Wellness Center	4B	805-0958
Walter Reed		(202) 782-7761

Please note: *All information including phone numbers, locations, hours of operation and appointment scheduling was checked and verified at the time of publication.*

Frequently called telephone numbers and Web sites

Ambulance (Off Post)	911
Ambulance (On Fort Belvoir only)	(703) 805-0106
Appointments	(888) 999-5105
<i>(See Family Health Centers for additional information about primary care appointments)</i>	
DEERS (ID Card Office, Fort Belvoir)	(703) 805-4429/4428/3405/3341
Dental Programs:	
Active Duty Service Members	(703) 806-4392/4393/4394
Active Duty Family Member	(800) 866-8499
Retiree	(888) 838-8737
Emergency Treatment Room (ER)	(703) 805-0518/0414/0562
Family Health Centers	Information
Fairfax	(703) 849-8191
Fort Belvoir (DeWitt)	(703) 805-0151/0649
Fort Myer (Rader)	(703) 696-3467
Woodbridge	(703) 491-7668
Hospital Information	(703) 805-0510
Patient Representative	(703) 805-0539
Pharmacy Services:	
DeWitt Army Community Hospital	(703) 805-0694
FHC Fairfax	(703) 849-8191
FHC Fort Myer (Rader)	(703) 696-3467
FHC Woodbridge	(703) 491-7668
Fort Belvoir PX Refill Annex	(703) 806-5538
Refill Call-in Service (for all FHCs)	(800) 248-6337
TRICARE Information	1(888) 999-5195
(Appointments, Authorization, Claims, Enrollment, Network Providers TRICARE Pharmacy Information.)	

www.dewitt.wramc.amedd.army.mil – The DeWitt Army Community Hospital System Web site includes refill prescription service link.

www.sierramilitary.com – Claims Forms on-line.

www.tricare.osd.mil – TRICARE management activity Web site.

Comments@sierrahealth.com – TRICARE assistance.

www.merck-medco.com – Mail order pharmacy information.

www.ucci.com – Active Duty Dental Program.

www.ddpdelta.org – Retiree Dental Program.

www.tricare_help@otsg-amedd.army.mil – TRICARE assistance.